



NSSC News ... April 8, 2005

Agency/Center Transition Team Face-to-Face

On May 12, 2005, the Center Transition Team will be visiting Washington, D.C. for a Face-to-Face meeting with the NSSC Agency Transition Team. The objective of this conference will be to provide an opportunity for Center Transition Leads to share key implementation issues, understand implications/issues of transition at each NASA Center, and plan for the next steps. Key topics to be discussed include:

- Progress Overview –schedule and competitive process update
- Financial Considerations – chargeback approach, POP 05, and Working Capital Fund Status
- Updates from Functional Leads – activity update and key milestones
- Transition Topics – review of the ATP and Operations Readiness Review
- Summary and Next Steps

Staffing Update

Five positions were recently posted on the below websites including:

- Supervisory Contract Specialist
- Supervisory Finance Officer
- Supervisory Computer Specialist
- Supervisory Human Resources Specialist
- Lead Operations and Budget Manager

These positions will close on Thursday, April 7, 2005. Interviews and selections will take place in the near future. Please continue to monitor our site and those below for future job postings.

<http://nssc.nasa.gov/>

<http://www.nasajobs.nasa.gov/>

<http://usajobs.gov/>

<http://nasastars.nasa.gov/>

NSSC VITS Schedule:

- April 21, 2:00 - 4:00 pm EST
- May 19, 1:00 - 3:00 pm EST

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Visit our website at: <http://nssc.nasa.gov/>

Customer Satisfaction and Communication (CS&C) Office Director Announced

The NSSC Team proudly welcomes one of its newest members – Patrick Rasco from Marshall Space Flight Center was recently selected as the Director of the Customer Satisfaction and Communication Office. Patrick was selected from among a very competitive field of candidates and will lead a team of approximately 15 civil servants responsible for communicating the NSSC vision of unparalleled service to its customers. Patrick will identify the needs of both internal and external NSSC customers and develop innovative solutions to meet those needs. He also will establish and maintain liaison activities between the NSSC and each of the individual NASA Centers; assist the Service Delivery organization in drafting Service Level Agreements and Performance Reporting requirements; spearhead NSSC Benchmarking, Best Practices, and Customer Survey techniques and programs; and, will be instrumental in identifying new business opportunities and new technology applications for the NSSC.

Since September 2000, Patrick has worked in the Center Operations Directorate at Marshall Space Flight Center as the Deputy Manager for the Integrated Customer Support Department. As Deputy Manager, Patrick led a team responsible for integrating a variety of functional services in the Directorate with a focus on creating convenience and value for customers. Patrick will be provided the opportunity to continue his customer-focus in his new position at the NSSC. Patrick began his career at NASA in 1988 as a Procurement Co-Op at Marshall. Patrick moved up through Marshall Procurement and became a Contracting Officer supporting many programs, including IFM. Patrick then moved to the Center Operations Directorate where he subsequently served as the Deputy Manager of the Integrated Customer Support Department. Please join us in welcoming Patrick as a senior member of the NSSC Leadership Team.

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.